

**City of Chattanooga, TN**  
**Personnel Class Specification**

***Class code 0315***

**FLSA: Exempt**

**CLASSIFICATION TITLE: ADMINISTRATIVE MANAGER, GOLF COURSE**

**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to manage the administrative functions of the Golf Division of the Parks and Recreation Department and to directly supervise one of the municipal golf courses.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Represents the division in department staff meetings; interacts with other city staff in coordinating personnel, purchasing and financial activities of the division.

Assists in developing administrative policies relating to golf course management; directs the implementation of approved policies; determines impact of city policies on golf operations and explains department policies and procedures to employees.

Prepares, maintains and administers Golf Division budget; prepares financial reports detailing division expenditures as well as revenues generated from golf fees and carts, pro shop and snack shop sales.

Processes, reviews and/or approves various forms and reports including collections reports, purchase requisitions, bank deposits, merchandise and inventory records, sales tax reports, time sheets and others.

Coordinates and oversees the recruitment and selection of division personnel; reviews job applications; maintains employee records; prepares division payroll.

Supervises full-time and part-time staff and volunteers at assigned golf course; coordinates recruitment and selection of golf course employees; reviews and approves work schedules, time sheets and leave requests; trains and instructs employees on policies and procedures.

Through subordinate employees, oversees the daily operations of the pro shop, snack shop, golf course operations and related functions.

Serves as liaison to the general public, businesses, news media, and others regarding golf course operations, golf tournaments, benefits and corporate events.

Provides assistance to customers and the general public regarding golf course policies, reservations and fees, and merchandise; resolves customer service problems.

Develops and implements policies and procedures for the operation of the golf course and pro shop; coordinates purchasing of merchandise and food service shipments; sets merchandise prices; coordinates annual inventory.

Interacts with supervisors, city and department staff, subordinates, golf course customers, sales representatives, vendors, contractors, and others in managing golf course operations.

Maintains financial records for golf course; prepares bank deposits; maintains purchasing and inventory records; coordinates maintenance and repair needs; performs other related duties.

Monitors operations and daily activities of golf course to ensure that policies and procedures are followed.

Refers to PGA Rule Book, administrative policies, budgets, financial reports, personnel records, tax records, inventory records and other documents in performing assigned duties.

Attends workshops and conferences to maintain knowledge of the policies, trends and practices in golf course management.

Performs all job functions assigned to the golf course manager.

### **ADDITIONAL FUNCTIONS**

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

Bachelor's degree in business administration, finance, or closely related field; supplemented by three (3) to five (5) years previous experience and/or training that includes golf course operations and management, and general administration; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or

probable consequences and in referencing such evaluation to identify and select alternatives.

**Human Interaction:** Requires the ability to inform and guide others by applying principles of professional counseling in addressing specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.